

A Customer's Guide to



**WakeForest**  
**P O W E R**



Home Grown Power





*Wake Forest has been a proud*

# public power community

*since 1909*



# Who We Are



**A** division of the Town of Wake Forest, Wake Forest Power is a public power utility comprised of 22 employees who strive to provide uninterrupted electric service to nearly 7,000 residential and commercial customers.

Altogether, our crews operate and maintain more than 40 miles of overhead primary lines and 110 miles of underground primary lines. They regularly refurbish or rebuild electric lines that show signs of wear and upgrade facilities where electric load has grown.

Thanks to these efforts, our customers enjoy dependable electric service 99.9% of the time. On those rare occasions when power is interrupted, the problem is often traced to equipment issues that were undetectable prior to the outage or to unpredictable wildlife.

## *What is Public Power?*

Public power systems are owned and operated by the communities they serve. Typically, they are operated by municipalities, counties, states or other public organizations.

Public power communities are deeply rooted in the history of the United States and are an expression of the American ideal of neighbor helping neighbor—local people working together to meet local needs.

**Public power means local control.** Like all electric utilities, public power systems must meet a variety of federal and state mandates. Yet, community ownership confers enormous benefits on citizens of public power communities because it provides wide latitude to make local decisions that best suit our local needs and characteristics.

**Public power means not-for-profit.** While public power utilities are “not-for-profit” organizations, that does not mean that they are not entrepreneurial, or that they do not make major economic contributions to their communities.

Public power utilities on average return to state and local governments contributions that are equivalent to state and local taxes paid by private power companies. Unlike their private power company counterparts, public power systems serve only one constituency: their customers. They do not divide their loyalties between serving customers and trying to make higher profits for stockholders.

These are just a few of the benefits of living in a public power community:

- Reliable electricity

- Outstanding local customer service
- Quick response from crews who live in the community
- Not-for-profit status—no split allegiance between customers and stockholders
- Recognized commitment to conservation, safety and the environment
- Local control over the aesthetics and design of the electric distribution system

### **Public Power Week**

The Town of Wake Forest and Wake Forest Power join other not-for-profit utilities in celebrating Public Power Week during the first full week in October.

As part of this annual week-long celebration, the Town and Wake Forest Power offer the Customer Appreciation Day & Energy Expo in the lobby of Wake Forest Town Hall. Learn about energy and electric safety, register to win special prizes and take part in interactive safety demonstrations. Staff is also available to share information and answer questions about Wake Forest's array of customer programs and services.

### **Reliable Public Power Provider – RP3**

In 2015 the American Public Power Association (APPA) once again awarded its Reliable Public Power Provider (RP3®) platinum award to Wake Forest Power for providing customers with the highest degree of reliable and safe electric service.

Wake Forest Power is one of approximately 200 of the nation's more than 2,000 public power utilities to earn the designation.

Wake Forest Power has earned the RP3 designation continuously since 2007. The designation is active for three years, after which time a utility must reapply.



*Learn about power through interactive displays during Public Power Week.*

## Tree Line USA

Wake Forest Power has been named a “Tree Line USA” utility by the Arbor Day Foundation. The award acknowledges Wake Forest Power’s national leadership in caring for the health of trees while removing branches and limbs that grow too close to its power lines.

Wake Forest Power’s efforts in meeting Tree Line USA requirements—training our workers in quality tree-care practices and helping our customers plant appropriate trees near utility lines—not only helps to enhance our urban forest, but also results in long-term operation savings.

The Tree Line USA award was first presented to Wake Forest Power during Wake Forest’s 2015 Arbor Day Celebration at E. Carroll Joyner Park.

Wake Forest Power conducts an extensive year-round line-clearing program safely trimming trees and clearing brush from more than 70 miles of distribution lines and keeping the bases of nearly 1,400 distribution poles free of vegetation. Tree trimming is an integral part of complying with state and federal laws and providing increased service reliability to customers.



*Wake Forest Power has been named a “Tree Line USA” utility by the Arbor Day Foundation. The award is presented during the Town’s annual Arbor Day Celebration.*

# Establishing Service



## **Establishing Electric Service**

Residents may choose between post-paid (traditional) electric service or Pre-Pay Power service.

Post-paid electric service must be established in person at the Wake Forest Town Hall, 301 S. Brooks St., or by completing the **Residential Utility Application** or **Business Utility Application** available online at [wakeforestnc.gov](http://wakeforestnc.gov). Post-paid electric service cannot be established over the phone.

Pre-Pay Power electric service may be established over the phone by calling 919-435-9478 or by completing the Pre-Pay Power application available online at [wakeforestnc.gov](http://wakeforestnc.gov), search “pre-pay power.” To learn more about the benefits of Pre-Pay Power, see page 20.

## **Area Lights**

For the new installation of an area or security light, submit the online **Area Light Services Application** at [wakeforestnc.gov](http://wakeforestnc.gov) or call 919-435-9400 for more information.

For the repair of area, security and street lights, call Wake Forest Power at 919-435-9573.

Underground services are installed at a cost of \$275, up to 150 feet, for new or converted services.

## **Advanced Metering Infrastructure**

To track your electricity usage, the Town of Wake Forest utilizes Advanced Metering Infrastructure (AMI), a state-of-the-art technology that enables staff to read your electric meter remotely without having to physically visit and manually read your electric meter. This technology allows data to be transferred back and forth between your meter and the Town which results in greater accuracy on your monthly bill.



### **Customer Service Central**

Visit [wakeforestnc.gov](http://wakeforestnc.gov) and search “customer service” to access all applications, electric programs, information resources, energy saving tools and more.

# Protecting Your Power



**W**ake Forest Power crews work hard to keep your energy flowing safely and reliably. Here's what you can do to help.

## **Report Power Outages**

Report power outages by calling **919-761-7899**. Wake Forest Power employees are available 24-hours-a-day to respond.

When a customer calls the outage reporting number, the Outage Management System (OMS) attempts to identify the telephone number from which the customer is calling and match that number to their account. As long as Wake Forest Power has the number in its system, the OMS will recognize the customer. If Wake Forest Power does not have the number, or if the number on file is wrong, information pertaining to the customer's account will not be found.

Customers disconnected due to non-payment who call the outage number hear an automated message explaining the reason for their electric service interruption.

**Accurate contact information is needed.** Wake Forest Power is asking customers to make sure they have provided up to two phone numbers associated with their account. These telephone numbers need to be the ones you will use when calling to report an outage.

Having updated emergency outage phone numbers will provide on-call employees with an automatic glance at all the known information concerning a customer's account, including name, address, account number, map number, substation, meter number and line section. This information will be provided to electric crews to ensure faster response time and enhanced troubleshooting capability.

**How to update your contact information:** Wake Forest Power customers can update their outage phone numbers by calling customer service at 919-435-9478 during normal office hours (Mon–Fri, 8 a.m. to 5 p.m.).

## **Report Downed Power Lines**

If you see a downed power line, always assume it is still on and avoid it at all costs until utility crews can remove and repair it. Report the downed line by calling **919-761-7899**. Wake Forest Power employees are available 24-hours-a-day to respond.



### ***8 Ways to Stay Informed During Severe Weather***

In the event severe weather occurs, the Town issues regular updates through a variety of means. To stay informed residents are urged to:

- Visit the Town's website at **wakeforestnc.gov** and search "Severe Weather Updates"
- Visit the Town of Wake Forest Facebook page
- Follow the Town of Wake Forest's Twitter feed
- Download the Town of Wake Forest's app
- Sign up for Town alerts and email notifications (wakeforestnc.gov, search "e-notifier")
- Sign up to receive phone call notifications (wakeforestnc.gov, search "phone notifications")
- Call the Wake Forest Weather Line at 919-435-9569
- Sign up for the social network Nextdoor and check for severe weather updates posted by the Town



*Never approach a downed power line. Instead, report the emergency immediately to Wake Forest Power at 919-761-7899.*

**Repairing power lines:** If a line is down between the utility pole and where the line is attached to the house (weatherhead), please contact Wake Forest Power.

The property owner is responsible for line or equipment (mast and/or meter) damage from the point of attachment (weatherhead) to anywhere on the house. Call the Inspections Department at 919-435-9531 for the electrical permit and inspection that are required before Wake Forest Power restores power.

When an emergency electrical connection is needed after normal business hours, a licensed electrician may make the connection before obtaining the required permit and inspection. The Inspections Department should be contacted at the beginning of the next business day.

### **Call Before You Dig**

Before digging in Wake Forest, please contact the North Carolina One Call Center (NCOCC) at 811 (or 800-632-4949). By calling this number, the NCOCC will dispatch any utilities that have lines in your area.



### **Call Before You Build**

Call Wake Forest Power at 919-435-9573 if you plan to build, grade or construct any type of structure near electric equipment.

### **Planting Around Electric Equipment**

Wake Forest Power appreciates how much you value the appearance of your home and commercial landscaping. Good appearance is one of the primary reasons for underground utilities. However, those underground electric lines must surface

somewhere if they are to serve the public's electrical equipment.

In areas that are served by underground facilities, pad mount transformers and switchgear, or “those green boxes,” are placed at selected intervals along main electric lines.

It is critical that the door to pad mount transformers and switchgear be kept clear for 10 feet. The non-door sides must have a three-foot clearance free of obstacles. If landscaping is placed too close to the transformer, service restoration efforts can be delayed and not enough air circulation can cause equipment failure. Additionally, workers must sometimes cut down the plantings to perform their restoration work.

With that in mind, here are a few landscaping ideas you may find helpful:

- Do not plant ivy or other climbing plants as they grow into the metal enclosures and cause problems.
- Grass, gravel or small rocks are recommended within the three- or 10-foot zone.
- Avoid delicate plantings and flowerbeds near the equipment that may be harmed during service work.
- Large rocks should be placed at least 10 feet away from transformers.

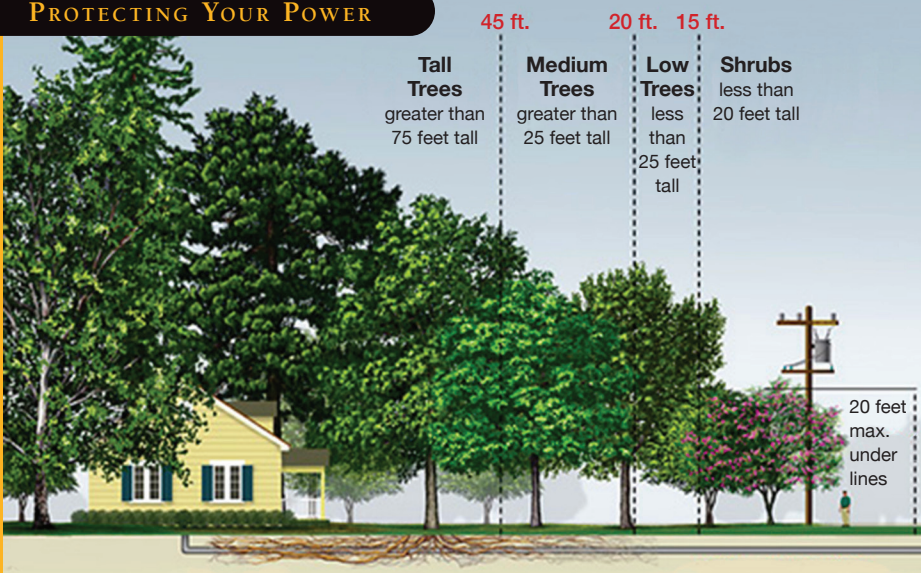
### **Right Tree. Right Place.**

**Be mindful of power lines when planting trees.** For underground power lines, trees should be planted far enough away from the pad mount equipment that when they reach maturity, overhanging branches won't obstruct a crane from removing a defective transformer or setting a new one. Trees, shrubs and other landscape plantings should not be placed on the utility easement above underground electric cable. Do not change the grade around equipment to avoid problems with access and



*Crews need access to the front of pad mount transformers. Please keep 10 feet of space in front of the transformer clear of shrubs and plantings.*

Planting Distances from Power Lines



Right Tree. Right Place.

depth requirements for buried cables.

For overhead power lines, look up when planting a tree. Avoid spots under overhead power lines, even if you want to plant a small tree. Plant it so that upon maturity it will not reach within 10 feet of an overhead power line.

**Tree trimming and tree inspections:** Wake Forest Power’s tree crew is charged with trimming and removing trees that interfere with the town’s 140 miles of overhead electric lines. Each member of the crew is a Certified Line Clearance Tree Trimmer. By maintaining and removing these trees, the Town works to ensure that they will not be a threat to the power lines during storms.

To have a tree inspected that may be threatening your service or the Town’s main electric lines, call 919-435-9573 or email [bpearce@wakeforestnc.gov](mailto:bpearce@wakeforestnc.gov) and request a work order.

**Power Surges**

A power surge is a variation in electrical voltage. A power surge, which lasts less than one-hundredth of a second, can range from five to 10 volts when you turn on your hair dryer, to thousands of volts if lightning strikes a transformer.

Large power surges, such as lightning, can instantly ruin your TV, computer and other electronics. Smaller everyday surges can slowly destroy your appliances—a process called “electronic rust.”

**What causes power surges?** Up to 80 percent of all power surges originate within the home when devices with motors shut off or start up, diverting energy to and from other appliances. Common culprits of internal surges are power tools, refrigerators, printers and hair dryers.

External power surges are generally caused by uncontrollable events, such as lightning strikes, animals interfering with electrical equipment and vehicle accidents with utility poles.

**Is Wake Forest Power responsible for power surges?** Wake Forest Power is responsible only for surges that occur due to negligence of our personnel. We are not responsible for surges caused by lightning, animals, tree limbs, faulty wiring or surges created within your home or beyond our control.

**How can I protect my home electronics from power surges?** The best way to prevent damage from power surges is to invest in high-quality surge protectors. All programmable appliances should be connected to a surge protector, including home entertainment systems, computer equipment and other digital devices.

Also remember that power surges can come into your home through other utility lines so be sure to connect cable and satellite TV lines, and all telephone lines, including fax and modem.

### *Posters & Poles Don't Mix*

Using utility poles to display messages isn't a good idea. Signs on utility poles often leave leftover nails or staples that are a danger to the lineworkers who need to climb the poles. Their climbing spurs could slip, or they could tear their protective gear that protects them from the energized power lines.

In Wake Forest, posting signs on utility poles is illegal. Please use acceptable alternatives for displaying signs in our community.



### *Energy Theft*

Energy theft is the illegal practice of manipulating or bypassing electric meters to avoid paying for the service used.

**Energy theft is dangerous.** Electric service wires to homes and businesses deliver enough current to kill. Using metal objects and tools near the electric current in these lines can have devastating and deadly results.

**Energy theft is costly.** As with any business, theft losses are considered an operating expense or part of the cost of doing business. As a result, honest customers end up footing the bill.

**Energy theft is illegal.** Across the United States, energy theft is a \$6 billion-a-year problem. Not only is it dangerous and costly, it's also illegal.

When you see potential energy theft, you can help stop it by notifying Wake Forest Power at 919-435-9573. Your identity will remain anonymous and the information you provide will be treated confidentially.

# Energy Saving Programs



**U**sing our natural resources wisely not only helps you save money, but also helps keep rates low for our community. Take advantage of the energy-saving programs offered by the Town of Wake Forest.

## **Smart Thermostats**

A Smart Thermostat from Wake Forest Power is a great way to save electricity and lower your home energy bill. Through a Smart Thermostat you have the power to manage your home's cooling and heating system online or by a mobile app.

**How does it work?** Wake Forest Power will provide you with a programmable thermostat valued at \$300 (a fee may be required). After you have the thermostat installed and call Wake Forest Power to have it synchronized with our RF system, you can program the comfort settings for your home.

On the coldest and hottest days of each month, when HVAC systems are running in virtually every home and business straining our local electric system, your Smart Thermostat will allow Wake Forest Power to remotely adjust your thermostat settings by a few degrees only as needed during peak energy demand. Peak times typically occur on hot summer afternoons between 2-6 p.m. and cold winter mornings between 7-8 a.m.

A Smart Thermostat is a great fit for Wake Forest Power residential customers if:

- You have an electric heat pump or HVAC system
- You own and occupy your home
- You have internet access or a smartphone
- Neither you or your family have medical conditions that would prohibit increased room temperatures

## **Load Management**

You can “beat the peak” with residential load management. Load management is a means of controlling the amount of electricity being used at any one time. When periods of peak demand occur, load management is used to reduce the demand and lower the cost.

Customers who currently participate in any of the load management programs allow the Town of Wake Forest to install a load management switch on their electric water heater, electric heat strips or central air conditioner. During periods of heavy demand for power, radio signals to the load management switch will

cycle the units off. The more switches the Town has in place, the greater the impact of the load management program.

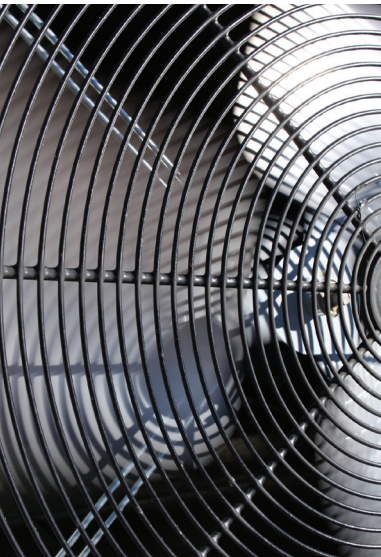
Wake Forest averages approximately ten days per month of load managing. Typically, peak times occur on hot summer afternoons between 2-6 p.m. and cold winter mornings between 7-8 a.m. Customers participating in any of the load management programs usually do not notice when their load management switch is activated.

The Town of Wake Forest offers load management incentives to its existing residential and commercial customers, while installing load management controls on all new residential services.

Commercial load management programs are offered with or without generators. To have load management controls installed or removed or to request additional information, please call 919-435-9574.

#### Load Management Programs:

- **Electric Water Heater Control**—Water heaters are cycled off during load management periods. Controlling water heaters will not affect the amount of hot water available.
- **Electric Heat Strip Control**—Heat strips are controlled during the winter load management periods. Compressors continue to provide heat.
- **Central Air Conditioner 50% Control**—Under 50% air conditioner control, the compressor is cycled off for brief periods. The circulating fan continues to run and comfort levels are not affected.
- **Central Air Conditioner 100% Control**—Under 100% air conditioner control, compressors are turned off for the entire load management period. Fans will continue to operate but air will not be cooled. Therefore, homes will get hot.



Customers participating in load management will receive a credit on their utility bill. For the latest available credits, visit [wakeforestnc.gov](http://wakeforestnc.gov) and search for “Load Management.”

To sign up for Load Management, complete the *Application for Load Management* at [wakeforestnc.gov](http://wakeforestnc.gov). Satisfaction is guaranteed. If you ever become dissatisfied for any reason, the switch will be removed at no charge.

## Residential Energy Audits

Everyone wants to save money on their utility bill. Wake Forest Power helps you take that first step in knowing how to manage your energy costs by offering free Residential Energy Audits to qualifying electricity customers.

Wake Forest created the program to help you identify ways you can conserve energy at home. Upon request, the Town's Residential Energy Auditor will visit your residence and help uncover the most cost-effective ways to save energy and lower your energy costs.

A Residential Energy Audit identifies the home's top energy wasters:

- Drafty windows
- Insufficient insulation
- Humidity problems
- Inefficient appliances
- Poor ventilation
- Inefficient lighting

A Residential Energy Audit includes:

- Inspection of the home's attic, insulation, doors, windows, furnace, appliances and other key areas
- Analysis of how the resident can make their home more comfortable and maximize savings on their energy bill
- Recommendations for the most cost-effective, energy-saving improvements that will add to the home's long-term value

A home energy audit usually takes about two hours and is scheduled according to the order the request was received. You must be home at the time of your appointment. To sign up for an audit, call 919-435-9574. Some restrictions apply.

*Note: The Town of Wake Forest offers energy audits as a service to its electricity customers. Although home energy audits are designed to identify ways to save energy and money, the Town does not guarantee a lower electricity bill as a result of an audit.*

## Commercial Energy Audits

We recognize that it is often difficult for businesses to control or reduce their energy usage because of the complexity of business operations. For this reason, Wake Forest has introduced a free commercial energy audit program for area business and property owners.

Our Commercial Energy Audit program is designed to help commercial electricity customers and property owners identify areas where improvements in building energy efficiency can lead to energy savings. Simple improvements can often result in significant savings opportunities that pay for themselves in as little as two years.



The Town's energy audit expert will tour your commercial operation, gather data and return to you a printed copy of their findings and recommendations. The report includes:

- Equipment analysis
- Billing history analysis
- Recommendations

Commercial energy audits usually take two to three hours and are scheduled according to the order the audit request is received. Once an audit is scheduled, our energy auditor will tour your operation, gather data, and return to you a printed copy of his findings and recommendations. The audit is free and the findings—specific to your business or property—will remain confidential.

To schedule an energy audit appointment, call 919-435-9574.

### ***Energy Conservation Tips***

Whether you rent or own your home, the easiest way to save money is to cut down on unnecessary energy use.

#### **General**

- Turn off lights and appliances that are not being used.
- Purchase energy efficient appliances.
- Open drapes/blinds on the sunny side when heating.
- Close drapes/blinds on the sunny side when cooling.
- When cooling, minimize activities that produce moisture (cooking, bathing and laundering).

#### **Water Heater**

- Conserve hot water. Use lower temperature settings when possible.
- Take showers rather than tub baths. Don't leave the water running while shaving or brushing your teeth. Install a water-saver showerhead, and you can save \$10 per year in hot water energy costs.
- Repair leaky faucets and running toilets.
- Keep water heater thermostat as low as possible. A setting of 120 degrees is usually adequate, but will not sterilize dishes. New water heaters are set at 120 degrees from the factory but older models have higher settings.

#### **Appliances**

- Use clothes dryer only with a full load.
- Clean clothes dryer filter after each use.
- Use dishwasher only with a full load.
- Wash clothes in cold water when possible.
- Have a full load when washing clothes.
- Purchase appliances that are energy efficient. Pay attention to the energy saving features and design.



*Replace incandescent light bulbs with energy-saving bulbs.*

### **Heating/Cooling Systems**

- For both heating and cooling, set the thermostat at a comfortable temperature and leave it. Each degree you raise the thermostat increases the heating cost 5%. Each degree you lower the thermostat increases the cooling cost about 3%.
- Clean or replace the air filter at least once a month.
- Have the system serviced annually.
- A whole-house attic fan might be a better cooling method than air conditioning.
- Use whole house fans only when you're not running the heat or air conditioner.
- Try these temperature levels: summer—76 to 78 degrees; winter—66 to 68 degrees.

### **Structure**

- Caulk around windows and doors.
- Caulk cracks and penetrations in the exterior.
- Insulate the ceiling, walls and floor.
- Install storm windows or insulated windows.
- Have the duct system sealed.
- Keep foundation vents closed in the winter.
- Enclose crawl space.
- Keep fireplace dampers closed when the fireplace is not in use.
- Plant deciduous trees on the sunny side of house.
- Use energy-saver bulbs. Use lower wattage bulbs, but don't use many smaller bulbs when fewer, larger ones will do the job. Higher wattage bulbs are more energy efficient.

## ***Weatherization Assistance Program***

Administered by Resources for Seniors, the Weatherization Assistance Program provides free home energy audits, adjustments, and repairs for those who qualify. The program targets families with incomes below 200% of the Federal Poverty Level guidelines, households receiving Temporary Assistance for Needy Families (TANF) or Supplemental Security Income (SSI) benefits. Services are provided free of charge to eligible households.

People of any age may apply, but elderly or disabled people and families with children receive priority. Individuals who rent their homes are also eligible as long as their landlord is willing to participate.

Typical services provided as part of the program include:

- sealing air leaks
- installing insulation in attics, walls, and floors
- sealing and insulating ducts
- installing a smart thermostat
- replacing existing lighting with energy-efficient bulbs
- performing tune-ups and repairs to heating and cooling systems

The average homeowner receives up to \$4,000 worth of work as a result of the audit and realizes an annual energy savings of about \$400.

For more information about the Wake County Weatherization Program, including income guidelines and weatherization applications, contact the Town's Customer Service Manager at 919-435-9466 or visit [resourcesforseniors.com/weather.php](http://resourcesforseniors.com/weather.php).

## ***NC GreenPower***

NC GreenPower is a statewide, regulated program designed to improve North Carolina's environment through voluntary contributions toward renewable energy.

Any resident of North Carolina may voluntarily contribute to the NC GreenPower program for as little as \$4 per month by signing up through their electric utility. That \$4 will fund the addition of a block of 100 kilowatt-hours of renewable energy to North Carolina's power supply.

Your contribution will be added to your monthly electric bill. The entire contribution is given to NC GreenPower to fund renewable energy sources and the NC GreenPower program. None of the money is kept by the utility company.

One-time contributions are welcome. Businesses and large-volume consumers may purchase green power at volume discounts.

# Payment Programs



The Town of Wake Forest offers a variety of payment options:

## **Wake Forest Pre-Pay Power**

Wake Forest Pre-Pay Power offers you the opportunity to pay when you want, in the amounts you want. Instead of receiving a traditional monthly paper bill, usage is calculated daily and deducted from your pre-paid account.

Under the Pre-Pay Power plan, you can load up your account for months at a time or add funds throughout the month, whichever works best for you.

**No deposit is required.** Current post-pay customers that want to switch to Pre-Pay Power are eligible to have their deposit refunded and applied toward their current energy costs. This puts your deposit money working for you now instead of being held to secure future service.

**No late charges or reconnect fees.** You'll never pay a late charge and you won't be charged costly disconnect and reconnect fees if your account runs out of credit.

Payments to replenish your account can be made:

- online with MasterCard, VISA or American Express
- by telephone 919-283-5757 with MasterCard, Visa or American Express
- at Money Gram locations (most Walmarts and CVS Pharmacies) with cash

**Access your account information easily.** Wake Forest Pre-Pay Power customers can access their account information by logging on at <https://twf-myacct.smartgridcis.com/Login.aspx> or by calling 919-283-5757.

**Schedule notifications.** Pre-Pay Power customers choose how they are notified when their balance is running low. Customized notifications can be received via email, automated calling service or text message. Each Pre-Pay customer can choose the balance at which they want to be alerted to replenish their account. Notifications are sent with 7, 3 and 1 day worth of power remaining.

New and existing customers can apply for Pre-Pay Power over the phone at 919-283-5757 or submit an online application at [wakeforestnc.gov](http://wakeforestnc.gov), search "Pre-Pay Power." Customers can also apply in person at the Wake Forest Town Hall, 301 S. Brooks St.

### **Online Bill Pay**

The Town of Wake Forest offers its customers the convenience of online bill payment. With Online Bill Pay, you can pay your utility bill using an American Express, MasterCard or Visa credit card or a debit card with MasterCard or Visa logos.

With online accessibility, you can pay bills any time, from anywhere. You can also view payments, bill history, and consumption data.

Online Bill Pay ensures security and privacy. Personal information remains confidential. Payments made online will be credited the next business day.

### **Automatic Bank Draft**

Avoid the monthly hassle of writing a check and have your monthly payment automatically drafted from your checking or savings account with Automatic Bank Draft.

The Town of Wake Forest will draft your bank account each month on or after your payment date, which is indicated on your monthly account statement. Your payment date is a fixed day each month—unless it falls on a weekend or holiday. In such instances, the draft is executed on the next business day.

To enroll, complete the online *Bank Draft Authorization Form* found at [wakeforestnc.gov](http://wakeforestnc.gov).

### **E-Billing**

E-bills, or electronic bills, are a convenient, secure and environmentally-friendly way to view and pay your ongoing, monthly bills. They contain the same information as your paper bills but are delivered to you online instead of your mailbox.

E-bill notification is an optional feature for all Wake Forest Power customers. Customers who do not enroll in the program will continue receiving printed bills through the mail and may continue making payments as they always have.

### **Equal Payment Plan**

You can take the surprises out of your monthly utility bill with the Equal Payment Plan (EPP). Once you enroll in EPP, you will receive a bill each month for the same amount. It's a great way to smooth the peaks and valleys of seasonal electric usage and enable you to budget with precision.

**How the program works:** First, we calculate your average annual utility usage based on your previous billing records. Then, we divide that amount into 12 equal payments that you will make each month.

After 12 months on the plan, your account will be recalculated and your payment amount may increase or decrease according

to the balance on the account. Please note that if you accumulate a large credit or debit balance during the year, your payment amount may be adjusted.

To be eligible for the Equal Payment Plan, your account must have had service at least six months and you must not have had more than one late payment over the last six months.

To enroll in EPP, complete the *Equal Payment Plan Agreement* found at [wakeforestnc.gov](http://wakeforestnc.gov).

### ***H.O.P.E. Helping Others by Providing Electricity***

While late payments are a chronic problem for a few customers, most overdue accounts belong to residents in need of one-time assistance. The H.O.P.E. program provides help to these people in need.

The program is administered through a partnership with ChurchNet, a local non-profit organization. The Town accepts both one-time and regular donations from utility customers and directs all the proceeds to ChurchNet. ChurchNet determines who qualifies for assistance and how much help they receive. All of the donated funds are used to pay Town of Wake Forest utility bills. To see if you are eligible for assistance, contact ChurchNet at 919-569-0020.

**How you can help:** To make a monthly contribution with your utility payment call 919-435-9466 or send a note indicating your desired monthly contribution amount along with your next payment. For your convenience, we are happy to set up a recurring donation of as little as \$1 a month or \$3, \$5, \$10 or whatever dollar amount you choose to be included on your monthly bill.

To make a one-time contribution include the donation as a separate check with your next utility payment or mail it separately to: Town of Wake Forest, c/o H.O.P.E, 301 S. Brooks St., Wake Forest, NC 27587.

**Contributions are tax deductible.** H.O.P.E. donations may be deducted from state and federal income taxes. Simply keep your utility bill statements to document donations or call us after the end of the calendar year. We will mail you a statement totaling your donations for the calendar year. On your tax returns, list the Town of Wake Forest as the recipient of the donation.

# Contact Us



## Power Outages & Emergencies

919-761-7899

## Streetlight & Non-Emergency Electrical Issues

919-435-9573

## Medical Emergency Reconnection

(after 5 pm)

919-795-2047

## Billing, Payments & Connect/Disconnect

919-435-9478 *Customer Service*

[wakeforestnc.gov / customer-service-central.aspx](http://wakeforestnc.gov/customer-service-central.aspx)

### **PAY IN PERSON:**

Wake Forest Town Hall  
301 S. Brooks Street  
Wake Forest, NC 27587

**HOURS:** Mon-Fri, 8 am-4 pm

A drive-up drop-off box is available in the Wake Forest Town Hall parking lot on South Brooks Street. An indoor collection box is also available in the main lobby on the first floor.

### **PAY BY MAIL:**

Town of Wake Forest  
P.O. Box 600068  
Raleigh, NC 27675-6068

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## Town of Wake Forest

301 S. Brooks St.  
Wake Forest, NC 27587  
919-435-9400 *Main Number-Town Hall*  
**HOURS:** Mon-Fri, 8 am-4 pm  
[wakeforestnc.gov](http://wakeforestnc.gov)

Wake Forest Power  
5031 Unicon Dr.  
Wake Forest, NC 27587  
919-435-9573 *Wake Forest Power*  
**HOURS:** Mon-Fri, 7 am-3:30 pm

WAKE FOREST TO HOST THE  
**2018 Public Power  
Lineworkers Rodeo**

**April 28** | Holding Village  
S. Franklin St. off Rogers Road

Watch the nation's most skilled public power line-workers (*including a team from Wake Forest Power!*) as they compete for professional recognition.

Competitive events include:

- Hurtman Rescue
- Insulator Change Out
- Obstacle Course
- Crossarm Change Out
- And more!

Public is welcome  
Admission is free

*Presented by the  
American Public Power  
Association*



**WakeForest  
POWER**

*A Division of the  
Town of Wake Forest*

301 S. Brooks St.  
Wake Forest, NC 27587



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